

Nonconformity,  
Corrective Action  
and  
Preventive Action



ENVIRONMENTAL  
MANAGEMENT SYSTEM  
REGISTERED TO  
ISO 14001:2004



# Purpose and Expectation

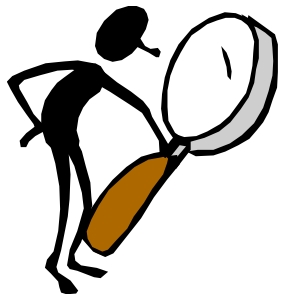
- Program Purpose - To provide a general awareness of the Refuse Disposal Division's Nonconformance and Corrective and Preventive Action Procedure.
- Our Expectation - For all Refuse Disposal Personnel to be able to understand the concepts of ISO 14001 and RDD's EMS in relation to their jobs.

# Non-Conformity Is...

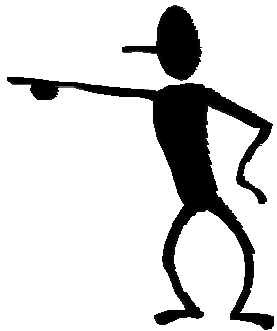


- The non-fulfillment of a specified ISO 14001 requirement.
  - The departure or absence of one or more Environmental characteristics or Environmental Management System elements from specified requirements.
- The non-fulfillment of a specified EMS requirement.
  - Verifiable evidence that an element of the EMS is not documented or that the documented system is not being followed (evaluation of implementation).
- Usually found and reported as part of an EMS Audit.
- Results in a corrective or preventive action request.

# Nonconformity, Corrective Action and Preventive Action



- The Environmental Management Representative (EMR) is responsible for handling the investigation of any nonconformance to the RDD's EMS.

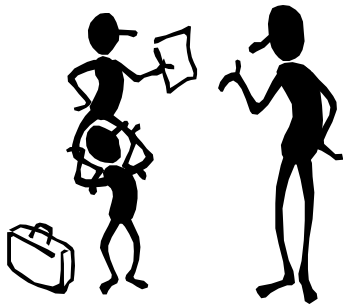


- Section Managers are responsible for taking action to mitigate any impacts and for initiating and completing corrective and preventive action.

# Nonconformity, Corrective Action and Preventive Action



- All employees are responsible for bringing suspected non-conformities to the attention of their supervisor or the EMR.
- Corrective and Preventive Action Request (C/PAR) forms are available in each functional area of the Division. They are located in:
  - Suite 310 at Ridgehaven Court (next to the RDD conference room),
  - The Fee Booth and Operations trailers.
  - Corrective and Preventive Action Request (C/PAR) forms can be given to your supervisor or sent directly to the EMR at MS 1103A.



# Nonconformity, Corrective Action and Preventive Action



## C/PAR (Corrective/Preventive Action Request)



<b>Environmental Impact/ Concern:</b> (For additional information, use back and/or attach additional sheets)	<b>Date:</b>
<b>Area/ Location:</b>	
<b>*For feedback on this request, please include the following:</b> <b>Name:</b> _____ <b>Section:</b> _____ <b>Phone:</b> _____ <b>e-mail:</b> _____	
<b>Return to:</b> Your Supervisor or <b>Mail to:</b> EMR at MS 1103A	
<b>EMR Use Only:</b> C/PAR Opened: <u>Yes</u> , Control # _____ <u>No</u> , Resolution _____	

# Nonconformity, Corrective Action and Preventive Action



- Corrective Action Requests (CARs) are issued as a result of non-conformances identified during internal and external audits.
- All CARs are handled and investigated the same way as C/PARs.





**ISO 14001 EMS**  
**4.5.2 Nonconformity, Corrective Action**  
**and Preventive Action**